MOTOROLA

Ojo Users Guide

real life in real time

Copyright © 2005 Motorola, Inc.

Copyright © 2005 WorldGate Service, Inc.

All rights reserved. WorldGate and the Ojo logo are trademarks and/or service marks of WorldGate Service, Inc. Motorola, HomePlug and the stylized M logo are registered in the U.S. Patent and Trandemark Office. All other trademarked products mentioned in this document are the sole property of their respective owners. Patents are pending with respect to this product. Use of the product is subject to a license agreement.

No part of this publication may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation or adaptation) without written permission from Motorola, Inc.

Motorola and WorldGate Services reserve the right to revise this publication from time to time without obligation on the part of Motorola and WorldGate Services to provide notification of such revision. Motorola and WorldGate Services provide this guide without warranty of any kind, either implied or expressed, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Motorola and WorldGate Services may make improvements or changes in the product(s) described in this manual at any time.

Introducing Ojo

Welcome! Thank you for choosing the Ojo™ Personal Video Phone from Motorola, a global leader in communications technology.

Ojo is the first video phone to provide true-to-life video telephone calls over the Internet. Its unique design lets you make hands-free calls with full-motion video, and the camera and display screen are ideally positioned for natural, face-to-face conversations. With Ojo, you'll think that you're talking to the person next to you, rather than talking on the phone.

Ojo handles video and conventional telephone calls.

Ojo is easy to use, with simple on-screen instructions and prompts.

Because privacy is a concern for many people, Ojo lets you decide whether to transmit video with each call. At any time–at the beginning of a call or during it–you can easily start or stop video transmission. And the cordless handset ensures that no one else overhears your conversation.

Ojo can make true-to-life, quality calls across the country and around the world! You'll experience Ojo's synchronized video and voice, without delays and jerkiness.

Thank you for choosing Ojo. We know you will enjoy your video phone.

Table of Contents

Introducing Ojo ..... *i*

Important Safety Information ..... *v*
- *Installation Guidelines* ..... *vi*
- *Battery Safety Instructions* ..... *vi*

FCC and Interference Information ..... *vii*
- *Notification of the Local Telephone Company* ..... *vii*
- *Rights of the Telephone Company* ..... *viii*
- *Interference Information* ..... *viii*
- *Hearing Aid Compatibility* ..... *ix*

License Agreement ..... *x*

Getting Started *1*
- *What You Need* *1*
- *Unpacking and Checking the Contents* *1*
- *Choosing a Location* *2*
- *Ojo Lighting Tips* *2*
- *Installing the Battery Pack* *3*
- *Connecting Ojo* *4*
- *Charging the Handset* *5*
- *Activating Ojo* *6*
- *Setting the Correct Time Zone* *7*
- *Ojo Controls and Screens* *8*
- *Cordless Handset* *8*
- *Screens* *9*
- *Navigation Keys* *10*

Setting Up Ojo *11*
- *Customizing Ojo* *11*
- *Setting the Ring Tone* *11*
- *Setting the Ring Volume* *12*
- *Setting the Video Screen Brightness* *12*
- *Setting the Time Zone* *12*

Table of Contents

Using the Basic Functions *13*

- *Making a Video Call* *13*
- *Making a Conventional Call* *14*
- *Receiving a Call* *14*
- *Using Redial* *15*
- *Adjusting the Volume During a Call* *15*
- *Using the Cordless Handset for Audio Privacy* *16*
- *Muting the Audio During a Call* *16*
- *Turning the Camera Off for Video Privacy During a Call* *17*
- *Speed Dialing* *18*

Phonebook *19*

- *Adding a Listing to the Phonebook* *19*
- *Calling from the Phonebook* *22*
- *Editing a Phonebook Listing* *22*
- *Deleting a Phonebook Listing* *24*
- *Finding a Name in the Phonebook* *25*

Call Logs *26*

- *Reviewing the Calls Received or Calls Dialed Logs* *26*
- *Placing a Call from the Calls Received or Calls Dialed Log* *26*
- *Deleting a Call from a Call Log* *26*
- *Adding an Entry to Your Phonebook from a Call Log* *27*

Taking a Caller ID Picture *28*

- *Taking a Caller ID Photo* *28*
- *Locating a Photo* *28*
- *Moving a Photo from a Call Log to the Phonebook* *28*
- *Selecting a Caller ID Photo* *29*

Appendix 1 – Caring for Ojo *30*

Appendix 2 – Software Upgrades *30*

Appendix 3 – Startup Connections *31*

- *Changing Bandwidth Profile* *31*
- *Changing Internet Settings* *31*
- *Resetting Network Connection* *33*

Appendix 4 – Troubleshooting *34*

Appendix 5 – Technical Specifications *39*

Personal Video Phone Technical Specifications *39*

Cordless Handset Techincal Specifications *40*

Warranty *41*

Index *43*

Important Safety Information

When using Ojo, follow these safety precautions to reduce the risk of fire, electric shock, and injury to persons or property:

1. Keep all slits and openings of the phone unblocked. Do not set the phone on a heating register or over a radiator. Ensure that proper ventilation is provided at the installation site.
2. Do not use while wet or while standing in water.
3. Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).
4. Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.
5. Never insert objects of any kind into the product slits as that may result in fire or shock.
6. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
7. Do not disassemble this product. If service or repair work is required, contact the Motorola address found in the back of this users guide.
8. Do not overload wall outlets and extension cords.
9. Avoid using during an electrical storm. Use a surge protector to protect the equipment.
10. Do not use Ojo to report a gas leak, especially if you are in the vicinity of the gas line.

Unplug Ojo immediately from an outlet if:

- The power cord or plug is damaged or frayed.
- Liquid has been spilled on to the product.
- The product has been exposed to rain or water. Do not retrieve the handset or base until after you have unplugged the power and phone from the wall. Then retrieve the unit by the unplugged cords.
- The product has been dropped or the cabinet has been damaged.
- The product exhibits a distinct change in performance.

Installation Guidelines

1. Read and understand all instructions and save them for future reference.
2. Follow all warnings and instructions marked on the product.
3. Do not install this product near a bathtub, sink, or shower.
4. Operate this phone using only the power source indicated on the marking label. If you are unsure of the power supply to your home, consult your dealer or local power company.
5. Do not place this product on an unstable cart, stand, or table. This product may fall, causing serious damage to the product.
6. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.
7. Clean this product with a soft, damp cloth. Do not use chemicals or cleaning agents to clean this phone.
8. Use only the power supply that came with this unit. Using other power supplies may damage the unit.
9. Because Ojo operates on electricity, you should have at least one phone in your home that is not cordless in case the power goes out.
10. To avoid interference to nearby appliances, do not place the base of Ojo on or near a TV, microwave oven, or VCR.

Battery Safety Instructions

- Do not burn, disassemble, mutilate, or puncture the battery or battery pack. The batteries contain toxic materials that could be released, resulting in injury.
- Caution: There is a risk of explosion if you replace the batteries with an incorrect battery type. Use only the battery pack that came with your phone or an authorized replacement recommended by the manufacturer.
- Keep batteries and battery pack out of the reach of children.
- Remove the battery pack if storing the product over 30 days.
- Do not dispose of batteries or battery pack in fire, which could result in explosion.
- The rechargeable batteries that power this product must be disposed of properly and may need to be recycled. Refer to your battery pack's label for battery type. Contact your local recycling center for proper disposal methods.

FCC and Interference Information

This equipment complies with Parts 15 and 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA).

A plug and jack used to connect this equipment to the premises wiring, and telephone network must comply with applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug are provided with this product. The product is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Notification of the Local Telephone Company

On the bottom of this equipment is a label that contains, among other information, a product identifier in the form US:AAAEQ##TXXXX. You must, upon request, provide this information to your telephone company.

The digits represented by ## in the product identifier indicate the Ringer Equivalency Number (REN) for this equipment. The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed five (5). To be certain of the number of devices you may connect to your line as determined by the REN, contact your local telephone company.

Notes:

- This equipment may not be used on coin service provided by the telephone company.
- Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
- If your home has specially wired alarm equipment connected to the telephone line, ensure that the installation of Ojo does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- The FCC requires that you connect your cordless telephone to the nationwide telephone network through a modular telephone jack (USOC RJ11C/RJ11W or RJ14C/RJ14W).

Rights of the Telephone Company

Should your equipment cause trouble on your line, that may harm the telephone network, the telephone company shall, where practical, notify you that temporary discontinuance of service may be required. Where prior notice is not practical and the circumstances warrant such action, the telephone company may temporarily disconnect service immediately. In case of such temporary discontinuance, the telephone company must:

1. Promptly notify you of such temporary discontinuance.
2. Afford you the opportunity to correct the situation.
3. Inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment on and off, you can try to correct the interference with one or more of the following measures:

1. Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.
2. Reorient or relocate and increase the separation between the telecommunications equipment and the receiving antenna.
3. Reorient or relocate the receiving antenna (that is, the antenna for the radio or television that is "receiving" the interference).

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the FCC has prepared a helpful booklet, "How to Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington D.C. 20402. Please identify stock number 004-000-00345-4 when ordering copies.

The FCC requires this product to be serviced only by Motorola or its authorized service agents. Changes or modifications not expressly approved by Motorola could void not only the user's authority to operate the equipment, but also the limited warranty.

Hearing Aid Compatibility

This telephone system meets the FCC standards for hearing aid compatibility.

License Agreement

IMPORTANT: PLEASE READ THIS SOFTWARE LICENSE ("LICENSE") CAREFULLY BEFORE YOU USE THE OJO™ VIDEO PHONE. BY USING THE OJO VIDEO PHONE, YOU INDICATE YOUR ACCEPTANCE OF EACH OF THE TERMS OF THIS LICENSE WITH RESPECT TO USE OF ALL PROGRAMS, PROCEDURES, RULES, DATA AND/OR ROUTINES IN OBJECT MACHINE READABLE LANGUAGE, WHICH INSTRUCT THE OPERATION OF THE OJO OR WHICH MAY BE LOADED INTO A COMPUTER FOR USE (collectively, "SOFTWARE"). UPON ACCEPTANCE, THIS LICENSE WILL BE A LEGALLY BINDING AGREEMENT BETWEEN YOU AND MOTOROLA. THE TERMS OF THIS LICENSE APPLY TO YOU AND TO ANY SUBSEQUENT USER OF THIS SOFTWARE.

IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS LICENSE (I) DO NOT INSTALL OR USE THE SOFTWARE AND (II) RETURN THE OJO VIDEO PHONE AND THE SOFTWARE (COLLECTIVELY, "PRODUCT"), INCLUDING ALL COMPONENTS, DOCUMENTATION AND ANY OTHER MATERIALS PROVIDED WITH THE PRODUCT, TO YOUR SERVICE PROVIDER OR POINT OF PURCHASE FOR A FULL REFUND (IF YOU PURCHASED THE PRODUCT).

The Software includes associated media, any printed materials, and any "on line" or electronic documentation. Software provided by third parties may be subject to separate end-user license agreements from the manufacturers of such Software. This License shall also apply to any updates, bug fixes, or newer versions of the software provided by WorldGate for use with this Product.

The Software is never sold. Motorola licenses the Software to the original customer and to any subsequent licensee for personal use only on the terms of this License. WorldGate Services, Inc. and its 3rd party licensors retain the ownership of the Software and are considered third party beneficiaries under this License, with full right to enforce the obligations contained herein.

The Software is protected by patents, copyright and other intellectual property laws and international treaty provisions. You are hereby granted a personal, nontransferable, nonexclusive, revocable license to use the Software (without making any modification thereto or copies thereof,) solely as reasonably required for your legal and proper use of the video phone, and on the terms and conditions hereinafter set forth. Except for this specific license, no interest, right or license, express or implied, is granted in or to the Software, and all such other interests, rights and licenses are hereby reserved by WorldGate Services, Inc. and its licensors.

The Ojo video phone has been designed for use with a video phone service such as the Ojo video phone service, provided by Ojo Service, L.L.C. ("Ojo Service"). If you decide to use the Ojo video phone with any service or application not provided by Ojo Service, you warrant and represent that you possess all required rights, including required licenses, to use the Ojo video phone with the non-Ojo service or application, and that the service or application is compatible with the Ojo video phone. You may not: (1) change the electronic serial number or any equipment identifier associated with the Ojo video phone; (2) loan, distribute, rent, lease, give, sublicense or otherwise transfer the Software, in whole or in part, to any other person, separate from the Product, and then only to a person who agrees to be bound by the terms and conditions of this License Agreement; (3) copy or translate the Users Guide included with the Product, other than for personal use; (4) copy, translate, disassemble, reverse-engineer, alter, modify or tamper with the Software, including but not limited to, modifying the Software to make it operate on non-compatible hardware, and (5) disassemble, reverse-engineer, alter, modify or tamper with the Ojo video phone or any security controls contained therein, without express written permission from Ojo Service in each instance; (6) remove, alter or cause not to be displayed, any copyright notices or startup message contained in the Software programs or documentation; and (7) export the Software or the Product components in violation of any United States export laws.

The Product is not designed or intended for use in on-line control of aircraft, air traffic, aircraft navigation or aircraft communications; or in design, construction, operation or maintenance of any nuclear facility. WORLDGATE AND ITS 3RD PARTY LICENSORS DISCLAIM ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR SUCH USES. YOU REPRESENT AND WARRANT THAT YOU SHALL NOT USE THE PRODUCT FOR SUCH PURPOSES.

You acknowledge and understand that the Ojo video phone may not function in the event of power failure or a failure of your communication network. A power or network failure may also require a reset or reconfiguration of the Ojo video phone.

YOU ACKNOWLEDGE AND UNDERSTAND THAT THE OJO VIDEO PHONE MAY PERMIT PARTIES TO A CALL, TO CAPTURE AND STORE INFORMATION RELATED TO A CALL SUCH AS THE APPLICABLE CALLED OR CALLING PARTY IDENTIFICATION INFORMATION AND OTHER CALL RELATED DATA FOR THE CALL. SOME OF THIS DATA MAY BE STORED AND USED, FOR EXAMPLE, AS PART OF AN ADDRESS BOOK, VOICE AND VIDEO MESSAGING APPLICATIONS AND OTHER USES DISCUSSED IN THE USER GUIDE FOR THE OJO VIDEO PHONE. IF YOU DO NOT WISH YOUR IMAGE AND/OR VOICE TO BE CAPTURED YOU CAN USE THE VIDEO AND AUDIO MUTE FEATURES CONTAINED WITHIN THE OJO VIDEO PHONE. PLEASE REFER TO THE OJO PRIVACY POLICY CONTAINED ON THE WWW.OJOPVP.COM WEBSITE FOR FURTHER INFORMATION.

Your Ojo video phone is connected to and uses public communication networks in order to transmit communications. You acknowledge and agree that these networks may be subject to security breaches which are outside of any reasonable control by Ojo or anyone else. For example, you may receive calls from third parties who have received your number from unauthorized sources or who call you by accident or through methods such as random telephone numbers generation. Some of these incoming calls may be undesired and/or may contain content which may be objectionable or improper. Although we endeavor to prohibit the improper use of the Ojo video phone through our licenses and other agreements with our users, current communication network technology cannot necessarily predict or prevent such calls or otherwise prevent security breaches.

In order for you to be provided with the most current features and software available for your Ojo video phone, your Ojo video phone has been configured to permit automatic downloads of the latest software. Any obligation to provide such downloads, is however, expressly disclaimed and to the extent any downloads are performed they will be performed solely at the discretion of Ojo Services. If Ojo elects to provide such downloads, we will endeavor to conduct the downloads during non-peak hours and otherwise in a manner to minimize any disruption of your use of the Ojo video phone, however, no assurance can be made that such downloads will not result in an interruption of your communication network and you ability to make and/or receive calls as discussed above.

You acknowledge and understand that Ojo Service and Motorola disclaim any and all liability associated with the above matters, and you agree to defend, indemnify, and hold harmless Ojo Service, Motorola, our affiliates and distribution/infrastructure partners and our and their officers, directors, employees, affiliates and agents, from any and all claims, losses, damages, fines, penalties, costs and expenses (including, without limitation, reasonable attorneys' fees) arising from your breach of any of the foregoing.

This License and your rights regarding any matter it addresses are governed by the laws of the Commonwealth of Pennsylvania, without reference to conflict of laws principles. THIS LICENSE SHALL TERMINATE AUTOMATICALLY if you fail to comply with the terms of this License.

Getting Started

What You Need

To set up your Motorola Ojo Personal Video Phone, you need:

- **A computer with high-speed Internet connection** and a **router**.
- **An active home telephone account** (for conventional telephone calls).
- **A major credit card** to establish your Ojo account.
- **Ojo Unit ID Number** located on the box and on the bottom of your Ojo.

Write your Ojo Unit ID Number in the box below for future reference:

Unpacking and Checking the Contents

Check to make sure the your package contains each of the items pictured below:

Ojo Personal Video Phone

Cordless Handset

Power Cord with Power Block

Ethernet Cable

Battery Pack

Users Guide and Quick Start Guide

Telephone Cable

Choosing a Location

- Place Ojo near your cable or DSL modem and telephone jack.
- Lighting should illuminate your face as you sit in front of your Ojo screen. See the lighting tips below for additional information.

Ojo Lighting Tips

Although we do not have the advantage of strategically placing professional quality lights in our living rooms, there are a few simple things that you can do to improve the quality of your video image.

Direction, intensity and quality

Find an area of the room where you can place at least two lights on opposite sides of Ojo. One light should be about two-times as bright as the other (key light) and both lights should have some sort of shade to soften the light. Two table lamps placed on each side of the Ojo would do nicely, or place a desk lamp next to Ojo and a floor lamp on the opposite side. One lamp should have a 100 watt bulb and the other a 40-60 watt bulb. Each light source should be placed an equal distance from the subject. If you stop here, you should be fine.

Avoid strong backlighting

This is where your subject is standing with the sky or a window or white wall behind them. The camera attempts to compensate for the light coming in from the back and darkens the image (and the subject) so you can hardly see their face.

Avoid lights placed directly in front of the subject

These lights flatten the subject rather than flatter and often cause a big objectionable shadow in the background. Additionally, frontal lighting causes a glare when the subject is wearing glasses.

Avoid overhead lighting

These lights, like those in the boardroom, cause shadows that mask the subject's eyes. Additionally, they often reflect into the camera from the subject's forehead causing a result similar to strong backlighting.

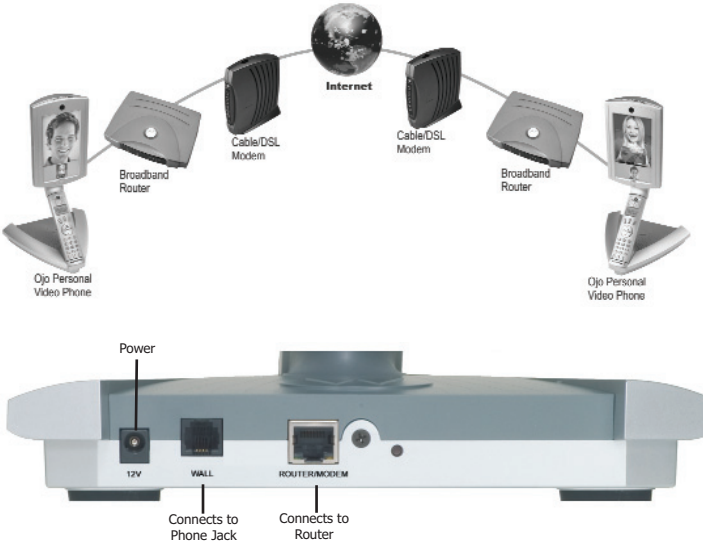
Installing the Battery Pack

Important: Before handling batteries, read the *Battery Safety Instructions.*

1. Remove the battery cover from the back of the handset by pressing down on the recess and then sliding the cover down and off of the handset.
2. Insert the battery connector into the socket with the red wire to the left side of the socket.
3. Insert the battery pack into the compartment. Gently press the wires into the remaining space above the battery pack.
4. Slide the battery cover upward and snap into place.

Connecting Ojo

Connect Ojo as described below:



1. Turn off the modem and router power.
2. Confirm that your modem is correctly connected to your router.
3. Plug one end of the provided Ethernet cable into the "ROUTER/MODEM" port on the back of Ojo and the other end into an open port on the router.
4. Plug one end of the telephone cable into a phone jack and the other end into the "WALL" port on the back of Ojo.
5. Turn on the power to the modem, wait one minute, and then turn on the power to the router.
6. Plug one end of the Ojo power cord into the Ojo power block and the other end into an electrical outlet.
7. Plug the Ojo power block into the "12V" port on the back of Ojo.

Ojo powers on, performs a series of self-tests, and displays a series of startup screens. After a few minutes, the message "Please Call Customer Service" is displayed.

Note: If you have already registered Ojo and established an Ojo account, the Ojo Home screen may be displayed instead of the "Please Call Customer Service" message.

Charging the Handset

After you've installed the handset battery pack, place the cordless handset in the handset cradle. An indicator on the handset screen shows that the handset is charging.

Note: You can register or make a call before the handset is fully charged by leaving the handset in the cradle. Keep the handset in the cradle to allow the battery pack to charge fully. It takes approximately 12 hours to charge the battery pack for the first time.

When the battery pack is fully charged, the handset screen displays a full-power indicator.

Activating Ojo

Before you can use Ojo, you must register and establish an Ojo account. This account enables you to make and receive video calls with other Ojo users.

Have available:

- Your 12-digit Ojo Unit ID Number (found on the "Please Call Customer Service" message, the bottom of your Ojo, and on the box)
- A major credit card

To activate your account:

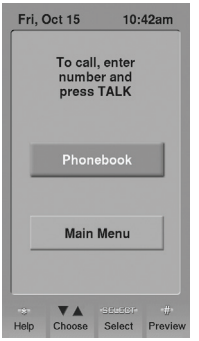
- Call an Ojo customer service representative at 1-877 FOR MY OJO (1-877-367-6965) from a phone that will use the same phone number as Ojo. Press "1" at the voice prompt to reach a representative.

After you establish your Ojo account, the Ojo Home screen is displayed with the correct time (for the Eastern Time Zone) and date.

Note: Refer to the following page for the procedure to change the time zone.

If the Ojo Home screen is not displayed (or if the displayed time and/or date are incorrect) after you have registered and activated an Ojo account, refer to *Appendix 4 – Troubleshooting*.

Correct Date and Time

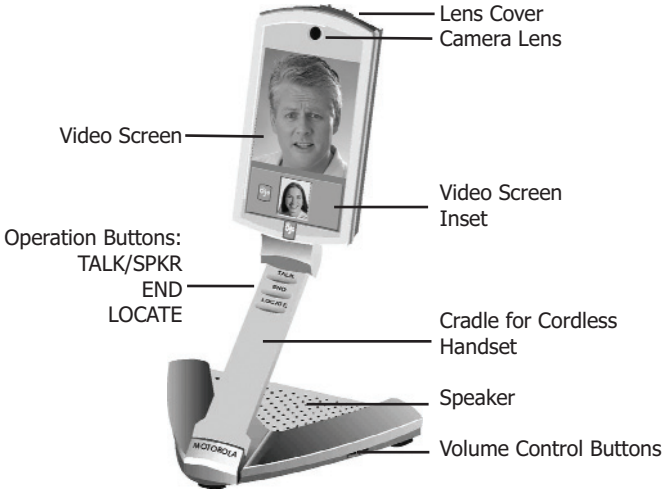


Home Screen

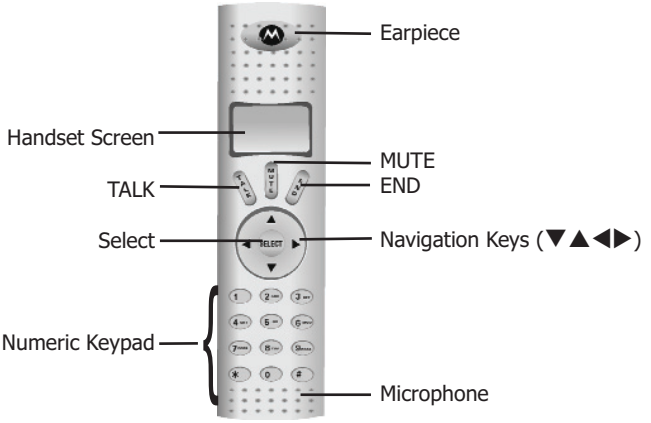
Setting the Correct Time Zone

1. From the Ojo Home screen, press ▼ or ▲ on the handset to highlight **MAIN MENU**, then press **SELECT**. The Main Menu appears.
2. Highlight and select **Customize** to display the Customize screen.
3. Highlight and select **Time Zone** and then use the ▼ or ▲ keys on the handset keypad to display the desired time zone.
4. After the desired time zone is displayed, press **SELECT**, and then press ◀ to save the selection. Ojo prompts you to confirm.
5. Use the ◀ and ▶ keys to highlight **Yes**, then press **SELECT**.
6. Press **END** to display the Ojo Home screen.

Ojo Controls and Screens



Cordless Handset

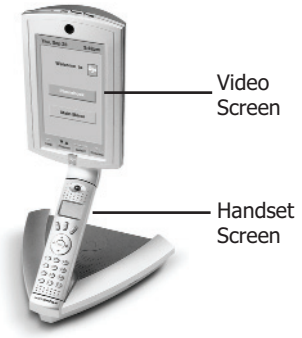


Screens

Ojo has two screens: the **video screen** and the **handset screen**.

The video screen displays:

- The Ojo Home screen, used for easy navigation of Ojo's features.
- When not in use, the video screen will go blank. Pressing any key will reactivate the display.



The handset screen displays:

- Battery power level
- "Battery Charging" (when the handset battery is being charged)
- Numbers being entered (when an outgoing call is placed)

Note: The handset screen does not display video.

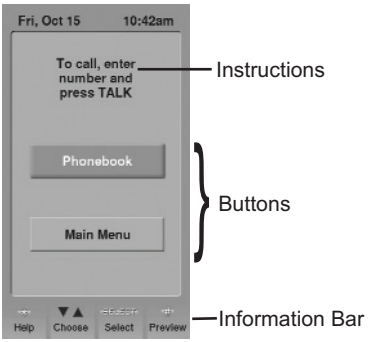
Navigation Keys

Most Ojo screens provide **instructions** to follow, **buttons**, and an **information bar**.

You can highlight any of the buttons using the navigation keys on the handset. Usually, the top-most option on a screen (**PHONEBOOK** in the example) is selected by default.

Press ▼ or ▲ on the handset to highlight a button (**PHONEBOOK** or **MAIN MENU** in the example). Then press **SELECT** to choose the highlighted button.

If the Ojo Home screen is not displayed (or if the displayed time and/or date are incorrect) after you have registered and established an Ojo account, refer to *Appendix 4 – Troubleshooting*.



Home Screen

Setting Up Ojo

Ojo can be customized by selecting the **ring tone**, **ring volume**, **LCD brightness**, and your **time zone**. Each of these selections is accessed from the Customize screen.

Note: Scroll through the options for each selection by pressing the ▼ or ▲ keys on the handset keypad.

Customizing Ojo

1. From the Ojo Home screen, press ▼ or ▲ to highlight **MAIN MENU**. Press **SELECT**. The Main Menu appears.
2. Highlight and select **Customize** to display the Customize screen.
3. Select the desired settings.
4. Press **END** to display the Ojo Home screen.

Setting the Ring Tone

1. Highlight and select **Ring Tone**, and then use the ▼ or ▲ keys on the handset keypad to display the desired ring tone.

Note: Ojo displays the current ring tone setting. The ring tones will play as you scroll through the choices.

2. After the desired ring tone is displayed, press **SELECT**, and then press ◀ to save the selection. Ojo prompts you to confirm.
3. Use the ◀ and ▶ keys to highlight **Yes**, then press **SELECT**.

Setting the Ring Volume

1 Highlight and select **Ring Volume**, and then use the ▼ or ▲ keys on the handset keypad to display the desired ring volume.

Note: Ojo displays the current ring volume setting. The ring volumes will play as you scroll through the choices.

2 After the desired ring volume is displayed, press **SELECT**, and then press ◀ to save the selection. Ojo prompts you to confirm.

3 Use the ◀ and ▶ keys to highlight **Yes**, then press **SELECT**.

Setting the Video Screen Brightness

Your Ojo Video Screen is a Liquid Crystal Display (LCD). You can control the brightness of the screen.

1 Highlight and select **LCD Brightness**, and then use the ▼ or ▲ keys on the handset keypad to display the desired LCD brightness.

Note: The LCD brightness levels are **Very Bright**, **Bright**, **Normal**, **Dim**, and **Dark**.

2 After the desired LCD brightness is displayed, press **SELECT**, and then press ◀ to save the selection. Ojo prompts you to confirm.

3 Use the ◀ and ▶ keys to highlight **Yes**, and then press **SELECT**.

Setting the Time Zone

1 Highlight and select **Time Zone**, and then use the ▼ or ▲ keys on the handset keypad to display the desired time zone.

Note: The list of time zones includes **Eastern**, **Central**, **Mountain**, **Pacific**, **Arizona**, **Aleutian**, **Alaska**, **Hawaii**, **Samoa**, **Michigan**, **Indiana-Starke**, and **East Indiana**.

2 After the desired time zone is displayed, press **SELECT**, and then press ◀ to save the selection. Ojo prompts you to confirm.

3 Use the ◀ and ▶ keys to highlight **Yes**, and then press **SELECT**.

Using the Basic Functions

Making a Video Call

Ojo allows you to make both video and conventional telephone calls. When you make a video call, the party receiving your call must have an Ojo. To use Ojo as a conventional phone, attach a phone line (see page 4).

Note: You must register Ojo before you can make or receive a video call. See "Getting Started" for the procedure.

1. Check that the Home screen is displayed. (If the Home screen is not displayed, press the END key on the handset.)

2. To preview the image that the other party will see, press the # key. To return to the Home screen, press the # key again.

3. Enter "1" and the full 10-digit phone number on the handset (e.g., 18773676965). The video screen displays the number as you enter it.

4. Press **TALK**. The other party's Ojo rings or gives a busy signal.

   If the person you are calling is entered in your Ojo Phonebook, the video screen displays the person's picture (if available), their name and phone number. (See "Phonebook" for additional details.)

5. When the person you called answers and activates his or her camera (Press the **SELECT** button on the handset), your video screen displays his or her live image. (See "Receiving a Call.")

   A live image of you (transmitted to the person you called) appears in your video screen inset. Use this image to ensure that you are positioned correctly.

6 If you do not want the other party to see you, slide the lens cover to the left (see page 17). The orange block covers the camera lens, and your image does not appear. In its place, a message is displayed to the other party indicating that your camera is off.

Note: Whenever your camera lens is covered, a notice displayed in the video screen inset reminds you that your video privacy is on.

Slide the lens cover to the right to allow the camera to display your video image.

7 Press **END**, or ▶ to hang up.

Note: The ▶ functions like the **END** key when you are on a call.

Making a Conventional Call

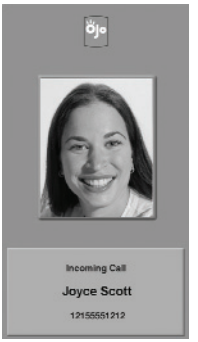
Note: To make a conventional phone call, your Ojo must be connected to a phone line.

1 Enter the phone number.

2 Press **TALK**.

Receiving a Call

1 When a call comes in, Ojo rings and displays a Caller ID picture of the person calling (if available), his or her name and phone number.



2 If the person calling has an Ojo but a picture is not available, a silhouette appears instead of the caller's picture.

Note: If you answer an audio-only call using your regular phone, your Ojo phone may continue to ring for a few seconds.

3 Press **TALK**. You are now connected, and you can hear the caller speaking.

The video screen displays live video of the person who called.

Your camera is not activated automatically. Consequently, neither the caller nor you can see your video image. (Notice the "Camera is off" message at the bottom of the screen.)

4 To turn your camera on, press **SELECT**. Your video image replaces the "Camera is off" message.

5 Press **END**, or ▶ to hang up.

Using Redial

You can redial the last number called by pressing **TALK** twice.

Adjusting the Volume During a Call

There are two ways to adjust the volume while on a call:

- Press the volume buttons on the right side of Ojo's base.

OR

- Press ▼ or ▲ on the handset.

Note: When you change the volume, the video screen temporarily displays the volume indicator.

Using the Cordless Handset for Audio Privacy

The speakerphone is active whenever the handset is in the cradle. For audio privacy:

1. Pick up the handset and use it as a cordless phone. To adjust the volume of the handset audio while on a call, press the volume buttons on the right side of the Ojo's base or ▼ or ▲ on the handset.

Note: The handset will lose audio if it is moved out of the base unit range during a call. Press the **TALK** button twice after moving back into range to restore the handset audio.

2. Return the handset to the cradle to activate the speakerphone.

Note: When the handset is out of the cradle, you can use the three buttons on the cradle to: 1) Answer a call by pressing **TALK**, 2) Press **LOCATE** to activate your camera, 3) End a call by pressing **END**, or 4) locate a misplaced handset by pressing and holding **LOCATE**. The handset will emit a distinct sound.

Muting the Audio During a Call

You can prevent the caller from hearing you or any other noise or conversation on your end of the call.

1. Press the **MUTE** button. Ojo displays a mute indicator. You can still hear the caller speaking, but the caller cannot hear you.

2. Press **MUTE** again so that the caller can hear you.

Note: This does not affect the video.

Turning the Camera Off for Video Privacy During a Call

You can shut off your camera during a call for video privacy.

1 Slide the lens cover to the left to close the cover and prevent the caller from seeing you.

"Camera is off" replaces your video image.

2 To enable the caller to see your video image again, slide the lens cover to the right.

Your video image replaces the "Camera is off" message. The other party can see you again on their incoming video screen.

Speed Dialing

You can use a one- or two-digit code to call a frequently called number.

1 Check that the Home screen is displayed.

2 Enter the one- or two-digit speed dial code on the handset numeric key pad.

Note: The speed dial code must be set up in your Ojo Phonebook before you can use it. Refer to page 21 for instructions on specifying a speed dial code.

3 Press **TALK**. The call is made.

Phonebook

The Ojo Phonebook makes it easy to call those you talk to frequently. It stores up to 100 entries.

A phonebook entry can be added manually or from a call log.

Adding a Listing to the Phonebook

You can add a Phonebook entry any time you are not using Ojo to make a call.

1 From the Ojo Home screen, press ▼ or ▲ to highlight **PHONEBOOK**, and then press **SELECT**. The Phonebook screen appears.

2 Highlight and select **ADD NEW ENTRY** to display the Phonebook Edit screen.

3 Highlight and select **Name** and use the handset numeric keypad to enter the name. After the character you want to enter is displayed, the cursor automatically advances to the next space. To advance the cursor manually, use the ◀ and ▶ keys on the handset.

Notes:

When entering names in the Phonebook use the * and # to navigate without deleting information.

The name entered and the name that Ojo displays for the caller may be different. Ojo displays the name used during registration (e.g., "Aunt Sammy 1234567890" appears as "Samantha Nelson 1234567890").

- Press a key once to enter the lower case first letter on that number key. For

example, press **4** once to enter **g**:

4 ghi once → g

- Press a key two or three times to enter the second or third lower case letter. For example, press **4** twice to enter **h**:

4 ghi twice → h

- Press a key additional times to enter a capitalized letter or the number itself. For example, press **4** five times to enter **H**:

4 ghi five times → H

- Or press **4** seven times to enter the number **4**:

4 ghi seven times → 4

- To enter a space, press ▶. To correct an error, press ◀ (backspace) to erase the last entry.

After you have entered the name, press **SELECT**.

4 Highlight and select **Number** and then use the handset keypad to enter the phone number.

- Use only numeric characters (No spaces, commas, parentheses, or dashes).
- To correct an error, press ◀ (backspace) to erase the last character entered.

After you have entered the phone number, press **SELECT**.

5 Highlight and select **Speed Dial**. Speed Dial allows you to make a call to anyone in your Phonebook using a one- or two-digit number.

To enter the speed dial number for this entry, do either of the following:

- Press ▼ or ▲ to display the next available speed dial number.
- Enter the speed dial number using the keypad. Ojo notifies you if the number you enter is invalid or unavailable.

After you have entered the speed dial number, press **SELECT**.

6 Highlight and select **Location,** and then use the ◀ and ▶ keys on the handset keypad to highlight the Home, Mobile, Work, or Home2 icon.

After you highlight the desired location icon, press **SELECT**.

Note: "Photo" cannot be used when adding a listing to the Phonebook. Refer to sections, "Taking a Caller ID Photo" and "Editing a Phonebook Listing".

7 Press ◀ to save the new Phonebook listing. At least one character must be entered in both the Name and Number fields before the listing can be saved.

Ojo prompts you to press **SELECT** to save the Phonebook listing. Use the ◀ and ▶ keys on the handset keypad to highlight **Yes** to confirm saving the listing, or highlight **No**, and then press **SELECT**.

Calling from the Phonebook

1. From the Ojo Home screen, press ▼ or ▲ to highlight **PHONEBOOK** and then press **SELECT**. The Phonebook screen appears.
2. Press ▼ or ▲ to highlight the desired listing.
3. Press **TALK**. The call is made.

Editing a Phonebook Listing

1. On the Home screen, press ▼ or ▲ to highlight **PHONEBOOK** and press **SELECT**.
2. Press ▼ or ▲ to scroll among the listings in your phonebook until the one you want to edit is highlighted.
3. Press **SELECT**, or the ▶ key to edit an listing.
4. Editing a field:

Name

- Highlight and **SELECT** Name. Use ◀ as many times as necessary to remove the contents of the field.
- Use the handset numeric keypad to enter the name. After the character you want to enter is displayed, wait three seconds for the cursor to move to the next space.
- After you have entered the name, press **SELECT**.

Number

- Highlight and **SELECT** Number. Use ◀ as many times as necessary to remove the contents of the field.
- Use the handset numeric keypad to enter the phone number.
- After you have entered the number, press **SELECT**.

Speed Dial

- Highlight and **SELECT** Speed Dial. Use ◀ to remove the present speed dial number.

To edit the speed dial number for this entry, do either of the following:

- Press ▼ or ▲ to display the next available speed dial number.

OR

- Enter a speed dial number using the keypad. Ojo notifies you if the number you enter is invalid or unavailable.
- After you have entered the speed dial number, press

Location

- Highlight and select Location and then use the ◀ and ▶ keys on the handset keypad to highlight the Home, Mobile, Work, or Home2 icon.
- After you highlight the desired location icon, press **SELECT**.

Photo

See "Taking a Caller ID Picture" chapter for additional details on this using this feature.

- Press ▼ or ▲ to highlight Photo and then press **SELECT**.

  Ojo displays the number of photos (or Snapshots) stored for this Phonebook entry.

  Ojo also displays "Keep," for the number of snapshots to store, and "Discard," for the number of snapshots to delete.

- Press ▼ or ▲ to view each available thumbnail photo. Press ▶ to mark a photo to discard.

  A "DISCARDED" label is displayed below the snapshot. To remove the DISCARDED label and keep the photo, press ◀.

- When the photo you wish to use as the Caller ID image is displayed, press **SELECT**.

5 Press ◀ to save the edited Phonebook listing.

6 Ojo prompts you to press **SELECT** to save the Phonebook listing. Use the ◀ and ▶ keys on the handset keypad to highlight **Yes** to confirm deleting the listing, or highlight **No**, then press **SELECT**.

Deleting a Phonebook Listing

1 From the Home screen, press ▼ or ▲ to highlight **PHONEBOOK** and press **SELECT**.

2 Press ▼ and ▲ to scroll among the listings in your Phonebook until the listing you want to delete is highlighted.

3 Press **SELECT** to display the Phonebook Edit screen.

4 Press ▼ to highlight the **Delete** button and then press **SELECT** to delete the listing. Ojo prompts whether to delete the Phonebook listing.

5 Use the ◀ and ▶ keys on the handset keypad to highlight **Yes** to confirm deleting the listing, or highlight **No**, then press **SELECT**.

Finding a Name in the Phonebook

1 From the Ojo Home screen, press ▼ or ▲ to highlight **PHONEBOOK** and then press **SELECT**. The Phonebook screen appears.

2 Use the handset keys to enter the first letter of the name. The first listing beginning with that letter is displayed.

For example, press the **5** key to display the first listing that begins with the letter **J**.

3 Press the same key again to display listings that begin with the next letter on that key.

For example, press the **5** key again to display the first listing that begins with the letter **K**.

A prompt appears if there are no entries that can be accessed by the key you pressed. For example, if there are no entries that begin with **J**, **K**, or **L**, a prompt notifies you that there are no entries beginning with **J**, **K**, or **L**, depending on how many times you press that key.

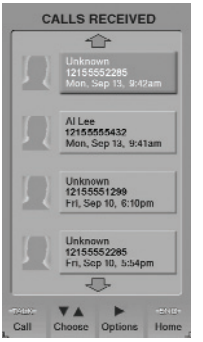
If you select a letter for which there are no entries, but there are entries that begin with other characters on that key, those entries will be displayed. For example, pressing the **5** key displays the first listing that begins with **K** if there are no entries that begin with the letter **J**.

Call Logs

Reviewing the Calls Received or Calls Dialed Logs

The Calls Received and Calls Dialed logs keeps track of the last 20 calls received and the last 20 calls dialed, respectively. You can use either log to quickly make a call.

Placing a Call from the Calls Received or Calls Dialed Log



1. From the Home screen, press ▼ or ▲ to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.
2. Highlight and select **CALLS RECEIVED** or **CALLS DIALED** to display one of the call log screens.
3. Press ▼ or ▲ to scroll through the list of calls until the call you want is highlighted.
4. Press **TALK**.

Deleting a Call from a Call Log

Each call log maintains up to 20 calls. When a 21st call is received or made, Ojo adds it to the appropriate call log and automatically deletes the oldest call in the log. You can delete any call from a call log.

1. From the Home screen, press ▼ or ▲ to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.
2. Highlight and select **CALLS RECEIVED** or **CALLS DIALED** to display the call log screen.
3. Press ▼ or ▲ to scroll through the list of calls until the entry you wish to delete is highlighted.
4. Press ▶ to display the Entry Options screen.

5 Select an option.

To Delete a Single Entry:

- Highlight an entry you wish to delete. Select **DELETE ENTRY**. The entry you highlighted is removed from the call log.

To Delete All Entries:

- Highlight an entry you wish to delete. Select **DELETE ALL**. The entry you highlighted is removed from the call log.

Adding an Entry to Your Phonebook from a Call Log

You can quickly add the name, number, and/or picture of a caller listed on either call log to your phonebook.

1 From the Home screen, press ▼ or ▲ to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.

2 Highlight and select **CALLS RECEIVED** or **CALLS DIALED** to display the call log screen.

3 Press ▼ or ▲ to scroll through the list of calls until the call you want is highlighted.

4 Press **SELECT** to display the Entry Options screen.

5 Highlight and select **STORE ENTRY**. Ojo prompts whether to store the Phonebook entry.

6 Press **SELECT** to store the entry. If you decide not to save the entry, press ▶ to select **NO**, and then press **SELECT**.

7 Press **END** to return to the Home screen.

You can confirm that the entry was saved by checking your Phonebook. See "Phonebook" chapter for more details.

Taking a Caller ID Picture

A key feature of Ojo is seeing the person you are speaking with during a call. Ojo also lets you see who is calling before you answer the phone. You can take a still picture of a caller during a video call and store it as part of the Caller ID entry. Ojo displays the picture along with the other Caller ID information when you next dial the number or receive a call from the number.

Taking a Caller ID Photo

You can capture Caller ID pictures any time during a video call. As a courtesy to your callers, tell them you wish to take their Caller ID picture so they can position themselves in front of their camera. Then press SELECT. The video inset screen will display the Caller ID picture for 10 seconds. You can take multiple pictures during a call.

Locating a Photo

Photos are temporarily located under their call listing in the appropriate Calls Received or Calls Dialed log. To use a photo for Caller ID, it is important that you move it from a Call log to your Phonebook.

Note: If you have multiple photos of a person already listed in your Phonebook, the photo does not need to be moved. The photo automatically becomes part of their Phonebook entry.

Moving a Photo from a Call Log to the Phonebook

After ending the call, you can review and move the photos to your phonebook to use as a Caller ID Photo.

1. After the call ends, go to the appropriate Calls Received or Calls Dialed log (see page 27) and highlight the last call.
2. Press ▶ or **SELECT** on the handset keypad to display the Entry Options screen.
3. Select **Store Entry** and press **END**. The Ojo Home screen is displayed.

Selecting a Caller ID Photo

1. From the Ojo Home screen, press ▼ or ▲ to highlight **PHONEBOOK** and then press **SELECT**. The Phonebook screen appears.
2. Press ▼ or ▲ to highlight the phone number and then press **SELECT**.
3. Press ▼ or ▲ to highlight **Photo** and then press **SELECT**.

   Ojo displays the number of Caller ID pictures (or **Snapshots**) stored for this Phonebook entry. Ojo also displays two additional columns of information: **Keep**, for the number of snapshots to store, and **Discard**, for the number of snapshots to delete when finished editing Photo.
4. Press ▼ or ▲ to view each available thumbnail photo. Press ▶ to mark a photo to discard. A "DISCARDED" label is displayed below the snapshot. Press ◀ to remove the DISCARDED label and keep the snapshot.
5. Press ▼ and ▲ to view each available thumbnail photo. When the desired photo is displayed, press **SELECT** to save the photo.
6. Press ◀ to save the Phonebook listing. Ojo prompts you to press **SELECT** to confirm saving the Phonebook listing. Use the ▼ and ▲ keys on the handset keypad to highlight **Yes** to confirm saving the listing, or highlight **No**, then press **SELECT**. Snapshots marked for DISCARD are deleted when the entry is saved.

   Press **END** to display the Ojo Home screen.

Appendix 1 – Caring for Ojo

Unplug your Ojo. Clean external components with a soft cloth dampened with water. If needed, use mild soap to remove stains.

> **Important**: Never use strong detergents, other harsh cleaning agents, or treated cloths, as they may damage the surface of Ojo. Never use a spray or excess water, as this may affect electrical continuity.

Replacement cordless handsets and power supplies are available should they become lost or damaged. Contact your retailer or call an Ojo Customer Service Respresentative at 1-877 FOR MY OJO (1-877-367-6965) to order units.

Appendix 2 – Software Upgrades

Occasionally, Ojo may inform you that software upgrades are available for installation. This software could consist of new features or improvements to Ojo's operating system. There are two types of upgrades, standard and critical. Upgrades will normally install in less than 15 minutes.

You may choose to install a standard upgrade, or choose to ignore it. Your Ojo will continue to function normally.

A critical upgrade needs to be installed immediately. Ojo may not function normally without the installation of a critical upgrade.

However, whether an upgrade is standard or critical, your settings, call logs, and phonebook entries will be preserved and remain stored in Ojo.

Appendix 3 – Startup Connections

Changing Bandwidth Profile and Internet Settings

The Connection screen allows you to change your bandwidth profile or Internet settings. Normally the default settings work best. The selected bandwidth profile needs to be less than your upstream speed. If the bandwidth selected exceeds your upstream speed, the quality of your Ojo calls will deteriorate and your Ojo may not function properly. If you do not know your upstream speed or wish to confirm it, please call your ISP.

Bandwidth Profile allows you to change the bandwidth used during a call. **Internet Settings** allows you to change the method Ojo uses for an IP address. **Reset Connection** allows you to reacquire your Internet connection without power cycling your Ojo.

Changing Bandwidth Profile

1. On the Home screen, press ▼ or ▲ to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.
2. Highlight and select **Connection** to display the Connection screen.
3. Press ▼ or ▲ to highlight **Bandwidth Profile** and press **SELECT**.
4. Use the ▼ and ▲ keys on the handset to select one of the following profiles: **Low, Medium, High** or **Custom**.
5. After you select the desired profile, press **SELECT**.
6. Press ◀ to save your Connection settings. Ojo prompts you to save the settings. Choose "**Yes**" to save the settings and return to the Main Menu.

Changing Internet Settings

1. On the Home screen, press ▼ or ▲ to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.
2. Highlight and select **Connection** to display the Connection screen.

3 Use the ▼ and ▲ keys on the handset to select **Get IP**, then press **SELECT**.

4 Use the ▼ and ▲ keys on the handset to select one of the following IP methods: **DHCP** or **Static IP Address**.

5 After you select the desired method, press **SELECT**.

6 If you selected **Static IP Address**, you need to enter the following information: **IP Addr**, **DNS 1**, **DNS 2**, **Mask**, or **Route**.

Important: Before entering any Static IP Address information, contact your Internet Service Provider (ISP) to obtain the correct address information. Entering incorrect information will render your Ojo inoperable.

Write the address information obtained from your ISP in the spaces below:

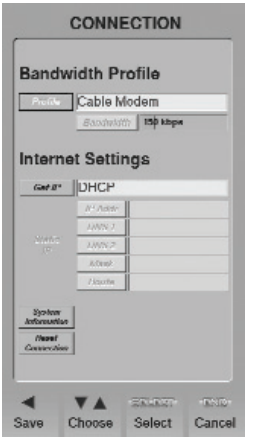
IP Addr: _ _ _ . _ _ _ . _ _ _ . _ _ _

DNS 1: _ _ _ . _ _ _ . _ _ _ . _ _ _

DNS 2: _ _ _ . _ _ _ . _ _ _ . _ _ _

Mask: _ _ _ . _ _ _ . _ _ _ . _ _ _

Route: _ _ _ . _ _ _ . _ _ _ . _ _ _



7 Using the numeric keypad, enter the address information you obtained from your ISP. Use the ▼ and ▲ keys on the handset to move to different Static IP address fields.

8 Press **SELECT** when the address information has been entered.

9 Press ◄ save your Connection settings. Ojo prompts you to save the settings. Choose "**Yes**" to save the settings and return to the Main Menu.

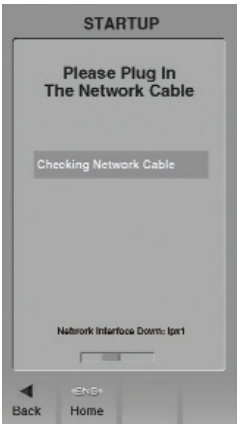
10 Press **END** to return to the Home screen.

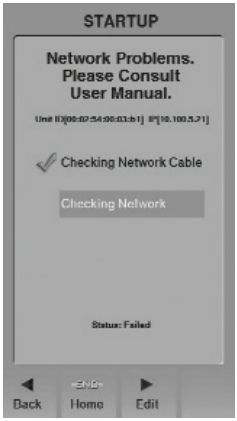
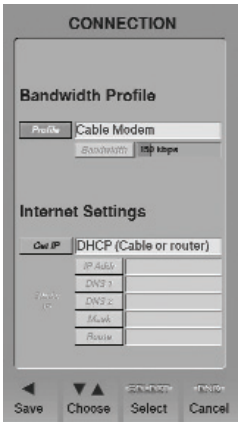
Resetting Network Connection

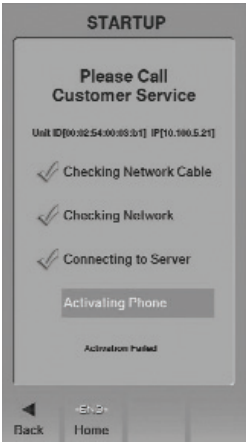
Reset Connection allows you to reacquire your Internet connection without power cycling your Ojo.

1. On the Home screen, press ▼ or ▲ to highlight **MAIN MENU** and press **SELECT**. The Main Menu is displayed.
2. Highlight and select **Connection** to display the Connection screen.
3. Press ▼ or ▲ to highlight **Reset Connection** and press **SELECT**. Ojo prompts you to reset the network connection. Choose "**Yes**" to reacquire your network connection, or "**No**" to return to the Connection screen.

Appendix 4 – Troubleshooting

If this happens...	Before calling Technical Support...
During Installation and Power-Up...	
Ojo prompts you to "Please Plug In The Network Cable."  	Check that the Ethernet cable is connected to the "ROUTER/MODEM" port on the back of Ojo, and the other end is plugged into an open port on your router. The "ROUTER/MODEM" port uses green and amber LEDS to indicate connection status and speed. The green LED blinks when data is flowing through the connection, otherwise it stays lit. The amber LED is off for low speed connections and lit for high speed connections. If connected properly the green status LED on the Ojo should be lit or blinking. If not try using a different Ethernet cable. If a different cable fails, try power cycling Ojo once more. If it still fails, place a call to Technical Support.

If this happens...	Before calling Technical Support...
During Installation and Power-Up...	
Ojo informs you of network problems and displays "Network Problems. Please Consult User Manual." 	Press ▶ to move to the CONNECTION screen. You may need to enter a Static IP address for your network set up. Please refer to Appendix 3.  If, after updating your IP address, Ojo again checks for a network connection and fails, place a call to Customer Service.
After successfully connecting to the network, Ojo prompts you to "Please Call Customer Service" while "Connecting to Server" is highlighted in orange." 	Place a call to Customer Service to authenticate the unit. This is a routine occurrence the first time you set up Ojo.

If this happens...	Before calling Technical Support...
During Installation and Power-Up...	
After successfully connecting to the server, Ojo prompts you to "Please Call Customer Service" while "Activating Phone" is highlighted in orange. 	Place a call to Customer Service to activate your Ojo. This is a routine occurrence the first time you set up Ojo.
You've made all the connections but the Home screen does not come up.	Check that power is connected and the power source is turned on. Check router settings.
The Home screen displays the wrong time and date.	If your time and date are off by more than a day or two, check router settings. Otherwise, review *Setting the Correct Time Zone* on page 7 of your *User Guide*. Your Ojo may be functioning correctly but set for the wrong time zone.

If this happens...	Before calling Technical Support...
During Installation and Power-Up...	
Ojo displays a "Failed to Connect" message when you turn on the power.	Ojo always displays a "Failed to Connect" message the very first time you power on before activating the phone. Call a customer service representative to activate or re-activate the phone.
It takes a really long time for Ojo to get to the Home screen.	It can take up to five minutes. If it takes longer than five minutes, re-power the cable modem and try again. If the Home screen is still not displayed, contact Technical Support.
During Call Set-Up (Trying to Make a Call)...	
The handset is not working.	Press and hold the handset **TALK** button for eight seconds. Check that the handset battery is installed and charged. Move closer to Ojo.
Sometimes you don't see a picture ID of the incoming caller.	Review "Taking a Caller ID Picture" in your User Guide. You may not have a Caller ID Picture for this caller in your Phonebook. Ask the caller if they have taken their picture ID photo.
During the Call...	
There is no self-image video on the video screen.	Check that the camera lens is not covered. Check that you are within view of the camera. During an incoming call, be sure to press **SELECT** to transmit your video self-image. Increase the lighting in the room.

If this happens...	Before calling Technical Support...
During Installation and Power-Up...	
The self-image video is not clear.	Maintain a distance of at least 17 inches from the camera. Increase the lighting in the room.
The self-image video is too dark.	Increase the lighting in the room.
There is no incoming video (of the other party) on the video screen.	Ask the other party to check that their camera lens is not covered. Cancel the call and try again.
The incoming video image is too dark.	Tell the other party to increase the lighting in the room they are in. Try adjusting the brightness of your LCD screen. Review *LCD Brightness* on page 10 of the User Guide.
The incoming video image freezes.	Allow a few seconds for the problem to correct itself. Cancel the call and try again.
There is no incoming audio (you can't hear the other party).	Have the other party confirm that their mute setting is off. Check the speaker volume setting.
There is an echo.	Lower the volume. The surface may be too hard. Put a placemat or mouse pad under Ojo. The acoustics of the room may not be ideal. Move Ojo to another location with better acoustics.

Appendix 5 – Technical Specifications

Personal Video Phone Technical Specifications

General

DC Input	12 V
DC Current	3 A (typical)
Power Consumption	30 W (typical)
Gigahertz	2.4 GHz
Operating Temperature	10° to 40°C
Storage Temperature	10° to 70°C
Dimensions	15.5″ x 9.1″ x 8.8″
Weight	2.5 lbs

Network

Connector (2)	RJ-45
Protocol	TCP/IP, UDP/IP, RTP, SIP
RFC-3261	
Ethernet Network Interface	100 Base-T
Communications Standards	SIP, TCP/IP, RTP, UDP

PSTN

Connector	RJ-11
Dialing Mode	Tone (DTMF)

Audio

Compression (Video Calls)	iLBC
Compression (Audio Calls)	G.711

Speakerphone

Audio Processing	Full Duplex
Echo Cancellation	Adaptive Sub-band

Display

LCD Monitor	7″ diagonal
Type	LCD
Resolution	480 x 854
Aspect Ratio	9:16

Camera

Image Sensor	¼″ color
Backlight Compensation	Yes
Automatic Gain Control	Yes
White Balance	Auto
Minimim Illumination	2 lux

Personal Video Phone Technical Specifications (Continued)

Video (in call)

Resolution	176 x 144 (QCIF)
Frame Rate	30 fps
Compression	H.264

Standards and Certifications

Standards	IEEE 802.3, 10 Base-T, 100 Base-TX
Certifications	FCC, CE

Cordless Handset Technical Specifications

General

Dimensions	6.25” x 1.5” x 0.5”
Weight	5 oz
Display	Illuminated Graphic LCM
Range (Nominal Effective)	100 ft

Battery

Battery Type	Nickel Metal Hydride
Charge Time	1 hour
Talk Time	6 hours
Standby Time	96 hours

Limited Warranty

WARRANTY INFORMATION
Retail Purchasers. If you purchased this Product directly from Motorola or from an authorized Motorola retail reseller, Motorola warrants to you, the original end user customer, that the Product will be free from defects in materials and workmanship under normal use. This Limited Warranty to you, the original end user customer, continues for a period of two (2) years from the date of purchase from Motorola or from an authorized Motorola reseller. To take advantage of this Limited Warranty or to obtain technical support, you must call the Motorola toll-free phone number (below). Motorola's sole and exclusive obligation under this Limited Warranty for retail sales shall be to repair or replace any Product that does not meet this Limited Warranty. All warranty claims must be made within the applicable Warranty Period.

Cable Operator or Service Provider Arrangements. If you did not purchase this Product directly from Motorola or from a Motorola authorized retail reseller, Motorola does not warrant this Product to you, the end-user. A limited warranty for this Product (including Software) may have been provided to your service provider ("Service Provider") from whom you obtained the Product. Please contact your Service Provider if you experience problems with this Product.

General Information. The warranties described in this Section shall not apply: (i) to any Product subjected to accident, misuse, neglect, alteration, Acts of God, improper handling, improper transport, improper storage, improper use or application, improper installation, improper testing or unauthorized repair; or (ii) to cosmetic problems or defects which result from normal wear and tear under ordinary use, and do not affect the performance or use of the Product. Motorola's warranties apply only to a Product that is manufactured by Motorola and identified by Motorola owned trademark, trade name or product identification logos affixed to the Product. Motorola does not warrant to you, the end user, or to anyone else that the Product will perform error free or without bugs. MOTOROLA IS NOT RESPONSIBLE FOR, AND PROVIDES "AS IS" ANY SOFTWARE SUPPLIED BY 3RD PARTIES. ALL IMPLIED WARRANTIES OF ANY KIND ARE HEREBY DISCLAIMED, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT THAT SUCH IMPLIED WARRANTIES MAY NOT BE DISCLAIMED UNDER APPLICABLE LAW. IN SUCH A CASE, ANY IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED SHALL BE LIMITED TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

NOTWITHSTANDING THE FOREGOING, THE REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER FOR BREACH OF ANY IMPLIED WARRANTIES. IN NO EVENT SHALL MOTOROLA BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT, ACCESSORY OR SOFTWARE, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, SOFTWARE OR APPLICATIONS OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCT, ACCESSORIES OR SOFTWARE TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

What additional provisions should I be aware of? Because it is impossible for Motorola to know the purposes for which you acquired this Product or the uses to which you will put this Product, you assume full responsibility for the selection of the Product for its installation and use. While every reasonable effort has been made to insure that you will receive a Product that you can use and enjoy, to the fullest extent permitted under law Motorola does not warrant that the functions of the Product will meet your requirements or that the operation of the Product will be uninterrupted or error-free. MOTOROLA IS NOT RESPONSIBLE FOR PROBLEMS OR DAMAGE CAUSED BY THE INTERACTION OF THE PRODUCT WITH ANY OTHER SOFTWARE OR HARDWARE. ALL WARRANTIES ARE VOID IF THE PRODUCT IS OPENED, ALTERED, AND/OR DAMAGED.

THESE ARE YOUR SOLE AND EXCLUSIVE REMEDIES for any and all claims that you may have arising out of or in connection with this Product, whether made or suffered by you or another person and whether based in contract or tort. These matters are governed by the laws of the Commonwealth of Pennsylvania, without regard to conflict of laws principles and excluding the provisions of the United Nations Convention on Contracts for the International Sale of Goods. Retail Purchasers Only. If you purchased this Product directly from Motorola or from a Motorola authorized retail reseller, please call the Motorola toll-free number, 1-877-FOR MY OJO (367-6965) for technical support or warranty service. Cable Operator or Service Provider Arrangements. If you did not purchase this Product directly from Motorola or from a Motorola authorized retail reseller, please contact your Service Provider for technical support.

Index

A

audio
- muting 16
- privacy 16
- volume control 8, 16

B

bandwidth profile
- changing 31

battery pack
- charging 5
- installation 3
- power level....5
- safety instructions vi

brightness 12, 39

C

Call Logs....26-27
- adding to phonebook 27
- deleting 26
- placing call from....26
- reviewing....26

Caller ID
- saving picture....28,29
- taking picture 28-29

calls 13-18
- conventional....14
- receiving 14
- video calls 13

camera....13, 17
- turning on....13

charging
- handset 5

connecting 4

controls
- handset 8
- Ojo 8-9

conventional calls 1, 14

critical upgrade 30

customizing 11-12
- IP address....33
- LCD brightness 12
- ring tone 11
- ring volume 12
- time zone 6, 12

F

FCC compliance ....vii-ix

G

guidelines vi

H

handset 1, 5
- charging 5
- controls 8

hearing aid compatibility....xi

I

image preview....13

installation....viii, 4

installing
- battery pack 3

interference....viii-ix

introduction i

IP address
- changing 31-33

K

keypad 8

L

LCD brightness 12, 39

lens cover 17

lighting 2

location 2

M

microphone 8

muting audio 8, 16

N

navigation keys....8-9

network connection
- resetting 33

O

Ojo
- caring for 31
- connecting 4
- contents 1
- setting up.....4, 11, 12
- Unit ID Number 1

P

phonebook.....19-25
- add listing.....19
- calling from 22
- deleting listing 24
- editing listing.....22-24
- finding a name 25

precautions.....vii
preview 13
privacy
- audio 16
- video 17

R

receiving a call 14
redial 15
registering Ojo 6
requirements.....1
resetting
- network connection.....32

ring tone 11
ring volume 12

S

safety instructions .....vii,viii
screens 9
setting
- LCD brightness 12
- ring tone 11
- ring volume 12
- time zone 7, 12

software upgrades 30
speaker 8
specifications 39-40
speed dial 18
standard upgrade.....30

T

technical specifications....39-40
telephone company.....vii-viii
time zone 7, 12
troubleshooting 34-38
- call set-up 37
- Caller ID.....37
- dark image 38
- dark video 38
- date and time 36
- during call 38, 39
- echo 38
- failed connection.....37
- handset 37
- Home screen 37
- installation or power up.36-38
- network cable.....34
- network problems 35
- no audio 38
- no video 38
- unclear video 38
- video freeze 38

U

Unit ID Number 1
unpacking.....1
upgrades
- critical upgrade 30
- standard upgrade.....30

V

video calls 13
volume
- during call 15

520218-001
04/05

MGBI